

Minutes – Aylesbury AHF Tuesday 15th January 2019

Jean Bartlett (Chair) (JB)	Aylesbury TRA
Harry Matthews (HM)	Thurlow Lodge TRA
Josephine Ocaka (JO)	Aylesbury TRA
Donna Grant (DG)	Aylesbury TRA
Pat Davies (PD)	Aylesbury TRA
Carol Vincent (CV)	Thurlow Lodge TRA
Abi Oguntokun (AO)	Area Manager
Anna Singleton (AS)	Area Manager
Cllr Johnson Situ (JS)	Peckham
Cllr Jack Buck (JB)	Faraday
Tony Hunter (TH)	Head of Engineering
Paul Gathercole (PG)	Gas Contract Manager
John Mahrengi (JM)	Senior Mechanical Engineer
Carla Bates (CB)	Minute Taker

Apologies:

Cllr Lorraine Lauder (LL) Faraday

Observer.

1. Introductions and Apologies

The Chair referred to the code of conduct.

2. Minutes of last meeting and Matters Arising.

CV sent her apologies for the meeting in December, minutes to be adjust to reflect this.

Cllr JB would feedback to forum at the February meeting on rent scheme.

3. District Heating – Tony Hunter

3.1 TH gave forum an update the need for half a million needed to cover emergency cost identified for the Aylesbury, residents would have been informed of this by letter. Information about the outages, these have also been posted up in stairwells. There will be a paper going to cabinet in the summer. Three hundred and seventy five pounds worth of repairs have already been done.

3.2 Due to the size of some rooms in some properties, the question was raise if there was a possibility to have additional radiator in the oversized rooms as the one was not effective and generally warm.

3.3 JM said that if there were any undersized radiators in the properties that may have been replaced by OCO to make contact and he would look into it. The heating system was explained to forum.

3.4 TH said the hot water maintenance is done during the year. Shutdowns for repairs and hot water is normally planned but some a due to a fault in the system.

Action: PPM'S copy to be sent to forum

4. Call Center

4.1 Forum was informed that a Cllr or TRA official should contact the call centre to report the repair issue. JM team are on call 24/7.

4.2 The majority of the call handlers were very negative and unhelpful. DG pointed out that the radiators in two different sized properties were difference in size.

Action: TH will send someone from engineering to take a look

4.3 A letter explaining the heating on demand will be re-issued as some residents have said they never received one before.

4.4 Another concern raised was that the letters informing residents that the heating would be going off at a specific time was incorrect because the heating was being switched off well before the advertised time.

4.5 The system did need time to cool down before repairs could take place, but the system should not be going off before the time stated in the letter, this would be looked into.

4.6 Cllr JB asked engineering for cost for electric showers this had been brought up in an earlier discussion with Michael Scorer, look at stocking pre-paid cards.

4.7 JB asked that planned outages not be done during the weather is forecast to be cold.

Action: and team to return in March to forum.

5.Housing Revenue

5.1 Accepted by forum.

5.2 Debt capping borrowing

6. Resident Involvement Review Update

6.1 JB informed us that their feedback had already been sent.

6.2 Jody Gayle a floating support RSO now working with the officers.

A brief report back from the RSM.